



Deputy's Town Hall

A conversation with
Murray Segal

Accessibility
Diversity
Engagement
Justice matters
and so do you.

DEPUTY ATTORNEY GENERAL

MURRAY SEGAL

TOWN HALL SESSIONS

2008

- About the Tour
- Deputy Murray Segal - Biography
- Engagement
- Presentations
- Photo & Audio
- Qs & As
- DAG's Message

HD
30.28
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2008	and so do you : a conversation with Murray Segal

HD	Ontario. Ministry of the Attorney
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2008	and so do you : a conversation with Murray Segal

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Deputy's Town Hall

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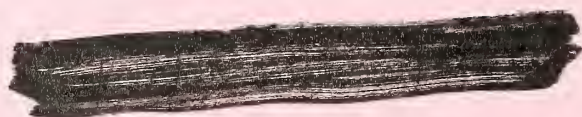
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- **PHOTO & AUDIO (N.B. AUDIO NOT AVAILABLE)**
- **Qs &As**
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 - **June 26, 2008**
 - **Deputy's Town Hall Meetings Are Now Done for the Year**
 - **December 10, 2008**



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About the Tour



Justice Matters

About the Tour

Tour Dates and Locations

What started the Town Hall idea?

What are the DAG Town Halls?

Learning Outcomes



Tour Dates and Locations

1. **May 29, 2008** - Toronto - with Special Guest Alison Fraser, Chief Legislative Counsel
2. **June 11, 2008** - Ottawa - with Special Guest Sharon van Son, ADAG, Ontario Victims Services Secretariat and Malliha Wilson, ADAG, Legal Services
3. **June 19, 2008** - London - with Special Guest Mark Leach, ADAG, Policy & Family Justice Services
4. **September 11, 2008** - Hamilton (Central West Region) - Special Guest Paul Lindsay, ADAG, Criminal Law
5. **October 6, 2008** - Newmarket (Central East Region) - Special Guest Paul Lindsay, ADAG, Criminal Law
6. **October 20, 2008** - Toronto Region - Special Guests Malliha Wilson, ADAG, Legal Services and Stephen Rhodes, CAO & ADAG, Corporate Services Management
7. **November 19, 2008** - Thunder Bay (North West Region) - Special Guests Malliha Wilson, ADAG, Legal Services and Marianne Summers, Director, Communications
8. **November 20, 2008** - Sudbury (North East Region) - Special Guests Ann Merritt, ADAG, Court Services and Marianne Summers, Director, Communications

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What started the Town Hall idea?



Click the icon to hear the following 1 min. 1 sec. sound clip

" The main reason that I'm here is we now have these surveys and they measure a lot of things, they measure attitudes and people's suggestions and so forth. One of the major suggestions that comes through in the employee surveys, and this is sort of universal through all ministries - and as well in particular in our ministry - is that people would like to hear more from senior management. Most of us know our immediate managers and maybe one above. I don't think the surveys are that "granular", that says "I'd love to hear from Murray Segal". But they do say "I'd like to hear more from senior management". There is obviously a challenge in terms of internal communications. We

are a family of 8000 people in the ministry across the province and the second largest ministry in the OPS. So this is great. "

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What are the DAG Town Halls?

Join your MAG colleagues to meet Ontario's Deputy Attorney General. Discuss the Ministry's goals. Understand your role in building a more effective justice system. Ask questions and get answers!

The Deputy's Town Hall is a series of 90-minute information sessions designed to open a dialogue between the Deputy Attorney General and ministry staff.

Throughout 2008, the Deputy will be visiting locations across the province. MAG, as part of its Employee Engagement Strategy, is working to bring its people together - at every level of the organization - to discuss priorities, strengthen performance, recognize achievements and learn from each other. Other senior managers will join the Deputy on his tour to discuss issues relevant to each region and the ministry as a whole. All staff are welcome to participate.

Curious to find out where the ministry is headed and how your job fits into the bigger picture? [See](#) what the Deputy is talking about!

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Learning Outcomes

- Learn where MAG is at with initiatives such as Accessibility, Diversity and Employee Engagement.
- Get clarity on MAG's strategic priorities including our policies, programs and operations.
- Explore and discuss how we are increasing the effectiveness of our justice system.

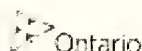
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Join the Conversation!

Let the Deputy know your ideas about how to promote diversity and accessibility, and connect with senior management by giving us feedback about the Deputy's Town Hall.

E-mail us your thoughts at DAGTownHall@ontario.ca.

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Justice Matters

Tour Highlights

View photos from the Deputy's Tour

Album #1 - [Toronto, May 2008](#)

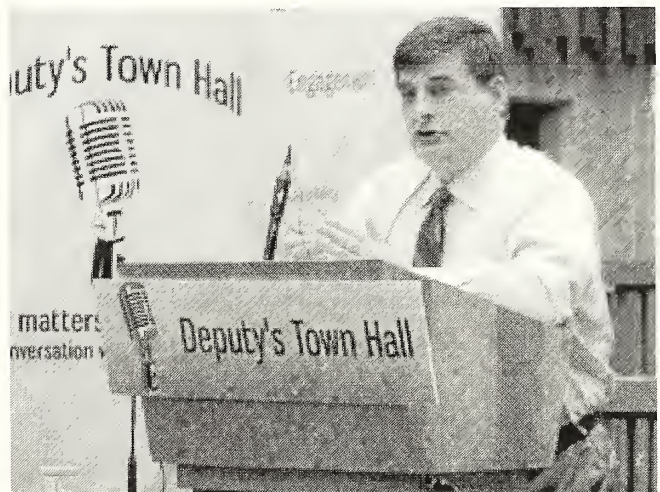
Album #2 - [Ottawa, June 2008](#)

Album #3 - [London, June 2008](#)

Album #4 - [Hamilton, September 2008](#)

Album #5 - [Newmarket, October 2008](#)

Album #6 - [Toronto, October 2008](#)



Listen to the Deputy's Tour Podcast

Audio Clip #1 - [How the Town Halls Got Started](#)

Audio Clip #2 - [Accessibility - Durham Consolidated Courthouse](#)

Audio Clip #3 - [Diversity - Management Succession](#)

Audio Clip #4 - [Employee Engagement - Recognition Programs](#)

Audio Clip #5 - [Our Priorities - Justice On Target](#)

Audio Clip #6 - [MAG's Organization - A Large and Diverse Family](#)

Join the Conversation!

Tell us what you think about the ministry's direction and goals. Let the Deputy know your ideas about how to promote diversity and accessibility, and connect with senior management by giving us feedback about the Deputy's Town Hall.

E-mail us your thoughts at DAGTownHall@ontario.ca. Please join in the conversation and make your voice be heard!

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Biography - Murray Segal

Photo & Audio



Murray Segal

Deputy Attorney General

Murray Segal has been the Deputy Attorney General for the province of Ontario since January 24, 2004.

As head of an organization of more than 8,000 people, including over 1,600 counsel, Murray oversees the varied work of the ministry, which includes protecting the legal interests of government, providing support for vulnerable adults and children and victims of crime, prosecuting crime, and the administration of the courts in Ontario.

He has been behind a number of recent, significant provincial strategies to address guns and gangs violence, in addition to overseeing important initiatives such as moving toward the restoration of a Law Reform Commission, civil law reform and human rights transformation.

Murray's career at the Ministry spans more than 30 years.

Called to the bar in 1977, he immediately joined the Crown Law Office-Criminal. He was appointed Director of that office in 1990, where he was responsible for the overall conduct of criminal appeals in Ontario, which included decision-making on all Crown appeals, as well as Ontario's criminal law policy in the provincial and federal/provincial/territorial areas, and special prosecutions. Murray has been the lead prosecutor in some of the highest profile criminal cases in Ontario.

In 1997, he was appointed Assistant Deputy Attorney General of the Ministry's Criminal Law Division. In this capacity, Murray was responsible for the management of the division that included Ontario's Crown Attorneys, and oversaw a review of all criminal policy.

Murray is certified as a Criminal Law Specialist by the Law Society of Upper Canada.

A contributor to the reform of the civil and criminal portions of the justice system through his work with the judiciary and at the federal/provincial/territorial level, Murray is the author of numerous legal publications in the areas of the *Charter*, disclosure, and motor vehicle law, and is a frequent participant in continuing education programs.

- About MAG
- Attorney General
- Deputy Minister

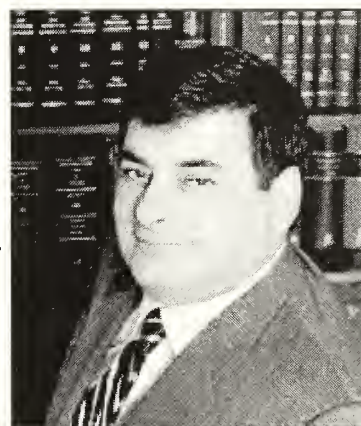


Justice Matters

More Murray

Murray Segal has been the Deputy Attorney General for the province of Ontario since January 24, 2004. His career at the Ministry spans more than 30 years, and he has been the lead prosecutor in some of the highest profile criminal cases in Ontario.

[Read more about the Deputy's career...](#)



Get to know your DAG

Q: What made you choose a public service career?

A: When I saw an opening at Crown Law Office - Criminal as an articling student, I thought I had hit the jackpot. To appear in appellate courts and do organized crime and large scale white-collar prosecutions, with a sprinkling of policy on the side, was too good to be true.

Q: Do you miss being a Prosecutor?

A: Yes, but I won't admit it.

Q: What motivates you at work?

A: Providing better access to justice for more Ontarians.

Q: What was your first job?

A: Shipper at grandfather's wholesale textile company.

Q: What's important to you at this point in your life?

A: Family, progress on key files.

Q: How do you spend your leisure time?

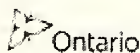
A: Reading and, of late, working out. I have a strong desire to one day buy off the rack clothes.

Q: If you could take three things with you on an extended desert island stay, what would those be?

A: A subscription to the Sunday New York Times, diet coke, pistachios. *Not* my BlackBerry.

Q: If you could have a conversation with anyone living or dead, who would that person be?

A: My dad. He died at 41 when I was 16.



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Engagement



Deputy's Town Hall

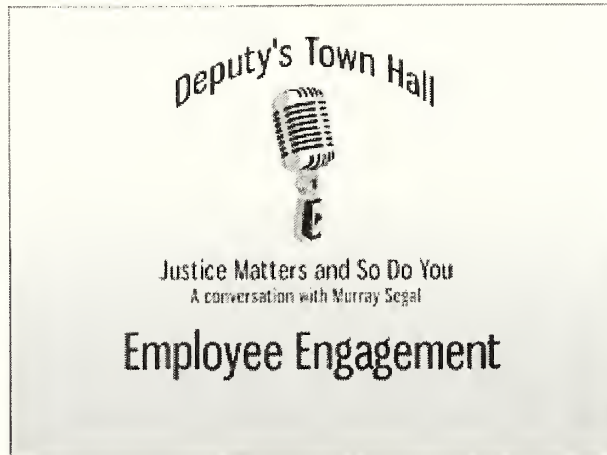
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Employee Engagement

Hear What the DAG Had to Say...

Click to hear me speak



Click the icon to hear the following 51 sec. sound clip

" Most people will say that some of the things we do, certainly our recognition awards, the Excelsior awards, which Sharon so successfully lead this past year: that awards ceremony - and I've seen some in other ministries - [ours is] about the nicest one you're ever going to see in terms of being meaningful to people. You should be nominating some of the people in your region or locally and the smiles of the people and their friends and their families when they are recognized is quite impressive. But there's a bunch of other things we're going to be looking at. We're going to be looking at career development for administrative staff. Finding some new ways to let people know about temporary assignments. And some new mentoring programs. "

Employee Engagement Resources

Thank you for visiting the MAG Employee Engagement page. Here you will find recent news and information about:

- What is employee engagement?
- MAG employee survey results
- MAG action plan – status of commitments
- What's new?

- Committee members & staff working groups
- Employee engagement suggestion box
- How to get involved
- Additional resources

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Engaged Employees...

- Are satisfied with their job
- Are satisfied with their organization
- Feel pride in their organization
- Intend to remain with their organization
- Desire to serve and perform at high levels
- Positively recommend their organization to others
- Strive to improve their organization's results

What is Employee Engagement?

- Employee engagement is all about making our workplace better for everyone, providing better services to the public, and increasing trust and confidence in the public sector.
- Employee engagement is based on the premise that changing the way an organization functions to improve the work environment leads to motivated employees who believe in the organization and want to help it achieve its goals.
- Ensuring a capable, innovative, and engaged workforce, committed to quality public service is a key component of building and maintaining a Modern OPS.
- Engaging all employees to achieve organizational results is one of the three focus areas of the OPS HR Plan. The OPS HR Plan strives to transform the OPS into a modern, world leader in public service and to make the OPS an employer of choice.
- Hewitt Associates annual study for the Globe and Mail of the 50 best employers in Canada identifies employee engagement as the "linchpin" of best employers.

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MAG Employee Survey Results

In 2007, Ipsos-Reid conducted an employee engagement survey of all OPS staff.

The top priority areas identified for improvement within MAG included:

- Opportunities for growth and advancement
- Leadership practices
- Fair HR practices
- Recognition

The next employee engagement survey will take place in February-March 2009.

Ministry Results:

- [MAG 2007 Employee Survey Results Report](#)

Divisional Results:

- [Agencies, Boards, and Commissions 2007 Results Report](#) - includes ARB/OMB/BON, CICB, OHRC, SIU
- [Corporate 2007 Results Report](#) - includes CSMD, Communications, DMO, Leg Counsel
- [Court Services Division 2007 Results Report](#)
- [Criminal Law Division 2007 Results Report](#)
- [Family Justice Services Division 2007 Results Report](#)
- [Legal Services Division 2007 Results Report](#)
- [Ontario Victim Services Secretariat 2007 Results Report](#)
- [Policy Division 2007 Results Report](#)

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MAG Action Plan - Status of Commitments

- [DAG Memo - January 2008](#)
- [MAG Employee Engagement Action Plan](#)

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What's New?

We've highlighted some of the recent developments below, particularly those involving additional materials you may wish to view.

Posted July 2008

-MAG Ministry and Divisional priorities are available in PM Online and on the CSMD website to assist staff in relating their 08-09 Performance Plans to the goals of the organization.

-A Manager's Guide to Writing Barrier-free Employment Ads in the OPS is available for managers who need to post a job ad. (Note: you must be logged into MyOPS for this link to work)

-A Manager's Guide to Staffing in the OPS is available for managers new to the hiring process.

-An OPS Managers' Guide to Internal Communications has been distributed by MGS as part of the OPS Corporate Employee Engagement Plan Action Plan (Note: you must copy and paste this link into your web browser for it to work: http://intra.mgs.gov.on.ca/modernization/pdf/mgrs_guide_9.pdf)

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Committee Members & Staff Working Groups

Committee Members

A MAG Employee Engagement Committee with divisional representatives was established in 2007 to develop ministry and divisional action plans, to address concerns, and to exchange existing best practices

- MAG Employee Engagement Committee Members

Now that we have moved into developing more detailed recommendations and implementation plans, subcommittees have been formed from amongst the MAG EE Committee members, to explore specific priorities identified in our ministry action plan.

- List of employee engagement subcommittees and membership

Staff Working Groups

To help us implement our action plan, our ministry established staff working groups to explore three of the priorities identified in our ministry action plan. The members of each team are listed below:

- Mentoring Working Group
- Developmental Opportunities for Administrative Staff Working Group
- Alternative Work Arrangements Working Group

These working groups will research practices in the OPS and elsewhere, and make recommendations for our ministry.

For more information about the role of the staff working groups and how membership was established please see the Terms of Reference, and the memo inviting staff to volunteer.

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Employee Engagement Suggestion Box

Your feedback is critical to ensuring this ministry continues to be a great place to work. If you have an idea, comment, or suggestion that addresses one of our priority areas, we want to hear from you.

- Drop a line in the Employee Engagement Suggestion Box to share your ideas about opportunities for growth and advancement, leadership practices, recognition, and fair HR practices.
- Talk to your Divisional Employee Engagement representative

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How to Get Involved

Drop a line in the Employee Engagement Suggestion Box to share your ideas about opportunities for growth and advancement, leadership practices, recognition, and fair HR practices.

Support the MAG Federated Health Campaign. Contact Heather Cole, Chair, at 416-212-4936.

Get involved with OPS Spirit's 'Giving Back, Helping Seniors' drive. Contact MAG Spirit Champion Carol Del Grosso at 416-326-2253.

Read about MAG's Prix Excelsior Awards program and get ready to nominate someone in your office this fall!

Spread our stories beyond this ministry; nominate a project or person for the OPS-wide Amethyst awards.

Communications projects and initiatives that reach out to the public or improve internal connections can now be honoured by a Cabinet Office Spotlight award. Nominate today!

Volunteerism is an important OPS value. Support and encourage volunteers by nominating someone for an OPS Spirit award.

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Additional Resources

OPS resources

- OPS Employee Engagement home page
- Topical quarterly highlighting select ministries' employee engagement actions - June 2008 (Article p.10-11)
- OPS HR Plan Report on Progress - May 2008 (Engaging Employees p.3-12)
- Topical quarterly "Diversity in Action" - March 2008
- Topical quarterly "Let's Get Engaged" - April 2007 (Introduction p.2; Article p.8-9)

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- **About MAG**

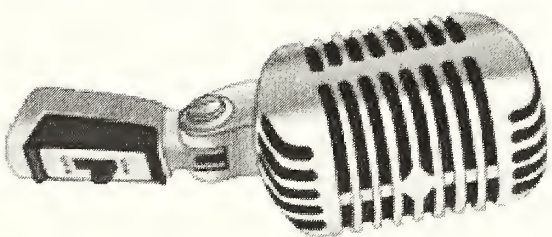
- [Attorney General](#)
- [Deputy Minister](#)
- [Senior Management Committee](#)
- [MAG Resources](#)
- [Media Room](#)
- [Diversity and Inclusion](#)
- [Prix Excelsior Awards](#)
- [Justice on Target](#)
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 - [DAG's Message](#)
 - [More Murray](#)



DAG Town Hall

2008 Presentation

Deputy's Town Hall



Justice Matters and So Do You
A conversation with Murray Segal

Welcome



Today's Focus

Talk about:

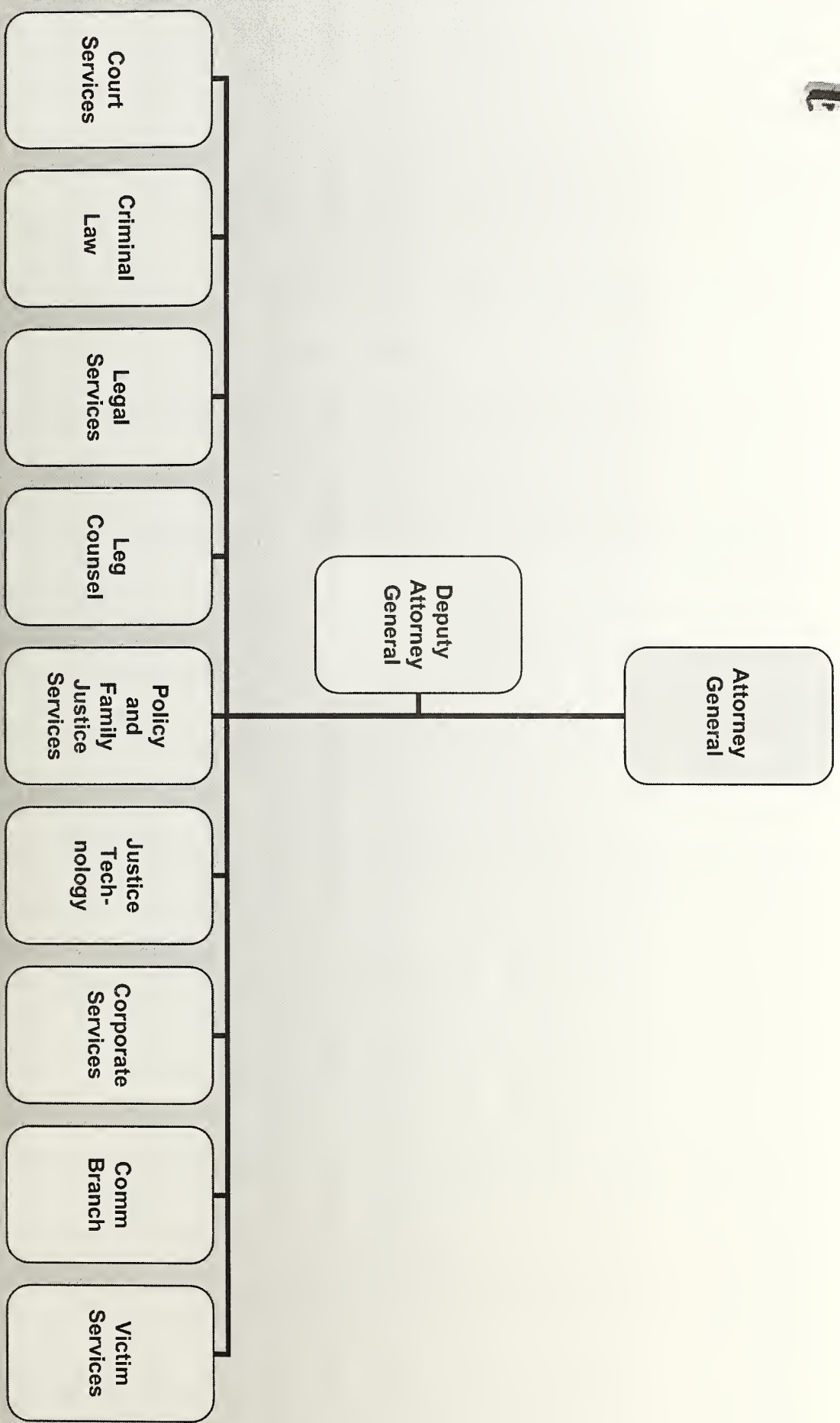
- The Ministry and our Priorities
- Employee Engagement
- Diversity
- Accessibility

...and answer your questions



Deputy's Town Hall

The Ministry





The Attorney General



- **Cabinet Minister**
- **Chief Law Officer of the Executive Council**



Senior Management Committee (SMC)

Stephen Rhodes, CAO & ADAG
Corporate Services Management



Ann Merritt, ADAG
Court Services



Paul Lindsay, ADAG
Criminal Law



Mark Leach, ADAG
Policy & Family Justice Services

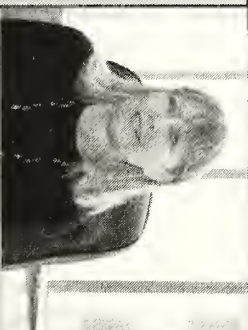
John DiMarco, CIO & ADM
Justice Technology Services



Malliha Wilson, ADAG
Legal Services



Irwin Glasberg, ADAG
Ontario Victim Services



Marianne Summers, Director
Communications

Alison Fraser
Chief Legislative Counsel



William Bromm, EA &
Legal Counsel to the Deputy



MAG Priorities

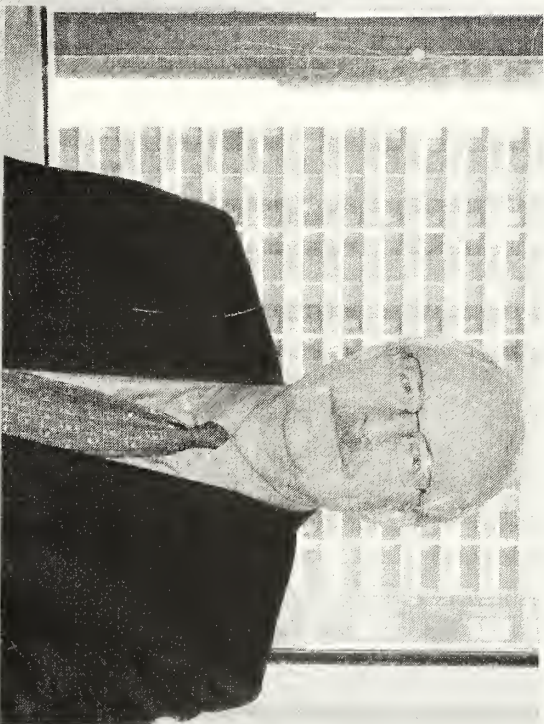
- Administration of the Criminal Justice System
- Making Ontarians safer in their communities
- Improve services to victims and the vulnerable
 - Human Rights Transformation
 - Victims Transformation
- Ongoing Inquiries and Reviews
- Other notable issues
 - Aboriginal issues
 - POA Streamlining
 - Implementing Ontario's new police complaints system
 - Corporate priorities – Diversity and Accessibility

Administration of the Criminal Justice System

- Justice on Target
- Support the Complex Case Review
- Continue partnership with Legal Aid Ontario



Administration of the Criminal Justice System



Ken Anthony
Internal Ministry Lead



Lynne Wagner
Director, Court Services

Administration of the Criminal Justice System

- Justice on Target
- Support the Complex Case Review
- Continue partnership with Legal Aid Ontario

Employee Engagement



- Better Communications and Connections
- Engaged employees:
 - Are satisfied with their jobs
 - Feel pride in their organization
 - Remain with their organization
 - Want to serve and perform at high levels
 - Recommend their organization to others
 - Strive to improve their organization's results

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Priority Areas

Four key employee engagement areas:

- Opportunities for growth and advancement
- Leadership Practices
- Fair HR Practices
- Recognition



Diverse Ontario

Diverse OPS

- Core OPS value
- Framework for Action: Diverse *Ontario*, Diverse *OPS*
- Tap into talents of increasingly diverse Ontario workforce



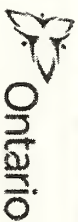
Diversity Includes Everyone

Diversity includes everyone in the OPS.

Dimensions include:

- Age
- Ethnicity
- Sexual orientation
- Gender
- Physical and intellectual ability

New OPS Diversity Website



home | OPS Diversity Office | news | careers | diversity in action

OPS diversity

Text Size: A A



Our Diversity Vision

"Diverse Ontario, Diverse OPS - Reflecting The Ontario We Serve"

In the Ontario Public Service, diversity involves having a workforce that reflects, at all levels, the public we serve. Our vision is to create and sustain an inclusive OPS that welcomes and celebrates diverse talent, and in return makes a significant and meaningful contribution to personal and professional development and excellence in public service.

Chief Diversity Officer's Corner

Noelle Richardson, the first Chief



Diversity Officer appointed by the Secretary of the Cabinet, joined the Ontario Public Service on Aug. 18. In this new role, she is a

member of the Deputy Ministers' Council (DMC) and the Executive Development Committee (EDC).



QUICKLINKS

- Mentoring & Learning Programs
- Intergenerational Programs
- Ministry Programs
- OPS Wellness Website
- How Diverse Are We?
- How to contribute

[Read More](#)



What has MAG done so far?

- Deputy's Mentoring Program.
- Aboriginal Court Support Worker and Articling Student Pilot Programs.
- French language training.
- MAG Diversity Committee.

Deputy's Town Hall



The Committee is co-chaired by...



Karen Pashleigh



Daniel Mark



Malliha Wilson



Diversity @ MAG

Winter 2008

- Crown Law Office - Civil's Black History Month

Spring

- First ever Diversity Award presented to Black History Month committee
- South Asian Heritage Month

Summer

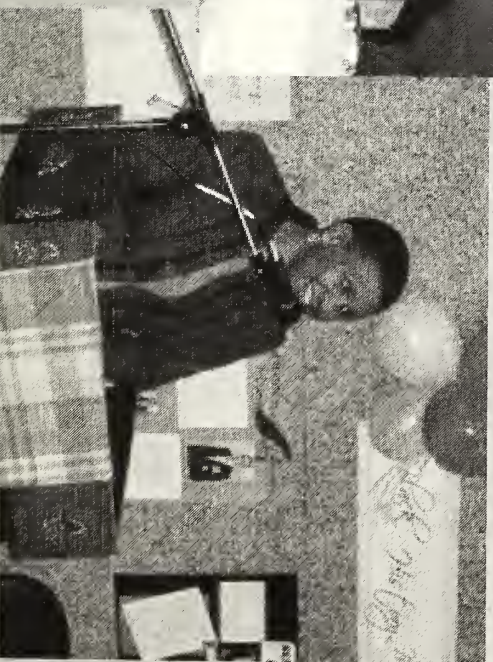
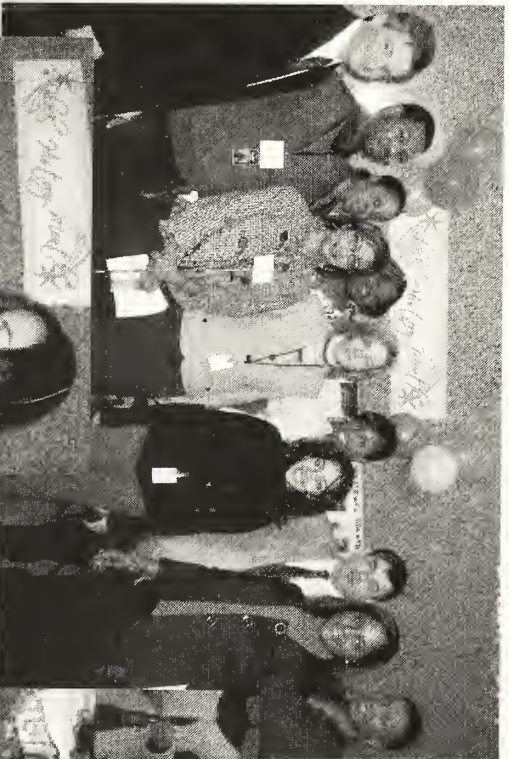
- Pride Week

Fall

- East Region hosted Diversity session
- Eid ul-Fitr and Diwali celebrated on October 30



Black History Month



Deputy's Town Hall



Prix Excelsior Award Ceremony Diversity Award Recipients



Deputy's Town Hall



South Asian Heritage Month



Eid ul-Fitr and Diwali Celebrated





What can you do?

Learn More & Set a Positive Example

- Visit the OPS Diversity website
- Provide a fair opportunity for everyone
- Recognize the value of every human being
- Provide services and treat your colleagues fairly.

Embrace it.

- Diversity strengthens us all
- Diversity improves our work environment.
- We can better serve our clients by reflecting their diversity in our workforce.



Accessibility means...

All Ontarians, including people with disabilities, have access to justice and are able to use, benefit from, and participate in whatever our Ministry offers.





Equal access to justice for all Ontarians

- Chief Justice McMurtry reported that people with disabilities face many barriers in accessing the court system.
- These barriers can and must be removed.
- Read the report at:

www.ontariocourts.on.ca



Why Focus on Accessibility?

- Almost one in every six Ontarians has a disability
- Untapped resource for employers
- Aging population means the number of people with disabilities is growing
- It is the law and it is the right thing to do.





What has MAG accomplished?

- A few examples of areas where the ministry has taken major steps to improve accessibility
 - Our Internet site
 - Courthouse facilities, including our signs
 - Employment practices and
 - A number of our services.
- An Ontario Courts Accessibility Committee has been established to provide advice and oversight to the court system on accessibility.



How can I get involved?

LEARN

- Visit the [OPS Diversity website](#)
- Sign up for the '[How May I Help You?](#)' customer service course

VOLUNTEER

- Support the [United Way](#) and [Federated Health campaigns](#)
- Get involved with [OPS Spirit's 'Giving Back, Helping Seniors'](#)


CONNECT

- [Visit MAGnet often](#) to catch the ministry's top feature stories
- Share your ideas about recognition, leadership practices and fair HR practices via the [Employee Engagement feedback form](#)



DAG Town Hall website

intra.mag.gov.on.ca



A conversation with Murray Segal

Feedback Machine

Join to Me

About the host

Agenda

Registration

Photo & Audio

Q&A As

Q&A Message

Meet Murray

Register now for the Deputy's Town Hall Meetings

Come meet the Deputy in person at the following locations:

WATERLOO - Sept 11, 10pm to 11pm, John G. Campbell Conference Room, 100 St. George Street, Waterloo, ON N2L 2G5

THUNDER BAY - Oct 1, 10pm to 11pm, Thunder Bay Convention Centre, 1000 Bay Street, Thunder Bay, ON P7B 5G6

NEWCASTLE - Oct 6, 10pm to 11pm, Newcastle Convention Centre, 1000 Bay Street, Newcastle, ON P7B 5G6

TORONTO - Oct 10, 10pm to 11pm, Ontario Convention Centre, 100 Adelaide Street East, Toronto, ON M5H 1A1

GOLOS - Nov 20, 10pm to 11pm, P.J. Scheraga Room, 100 St. George Street, Toronto, ON M5H 1A1

Registration is a two part process:

1. Register for the meeting by clicking on the appropriate link to register for the meeting.

2. Next, click on the appropriate link to register for the meeting.

Please be patient, these links take a minute to load

Welcome - Join the Conversation!


It's important for me to know what's on your mind. What do you think about the Deputy's direction and goals?

Let me know your ideas about how to promote diversity and accessibility. Tell me how we can better connect with you.

Click on my picture to hear something from me - and now I'd like to hear something from you. Share your thoughts. E-mail me at Deputy@intra.mag.gov.on.ca

Thanks for visiting, and I hope you enjoy the site.

Murray



Go to my [website](http://intra.mag.gov.on.ca) and [email](mailto:Deputy@intra.mag.gov.on.ca) your feedback!

Presentations



Justice Matters

Accessibility

Hear What the DAG Had to Say...



Click the icon to hear the following 1min. 31sec. sound clip

" I went to the Durham Consolidated Courthouse; 20 years in the planning, it's actually rising. One of the things they did there is they constructed a courtroom off site; it had every stakeholder in the building, police, crowns, victim-witness, community people, judges - everybody walked through and made suggestions. What blew me away when I went was the degree of sophistication and consideration in relation to people with disabilities. If you look at things like the jury box and how it can accommodate people with wheelchairs, people who have guide dogs and how the entire jury box can be disassembled and moved out of the way, and the doors are wider to move pieces of furniture around and how the podiums are operated hydraulically, how the lighting can be turned up for people who have limitations. How the screens can provide for a much larger and sharper type of presentation of font and the like than ever before. There's all these little details that people have pointed out that don't cost a lot and even if they cost a few pennies more make for a much more thoughtful and sensitive physical plant. "



Justice Matters and So Do You
A conversation with Murray Segal

Accessibility

Accessibility Resources

Corporate Service Management Division's Human Resources section has a great page on [Accessibility](#).

That page covers...

- What is accessibility?
- Why is accessibility important?
- What does accessibility mean for the Ministry of the Attorney General?
- What has MAG accomplished, and where are we going on accessibility?
- How will the AODA affect the ministry?
- How can I prepare to make accessibility part of the work that I do?

Reference Materials

For more information/tips about accessibility, click on the following links:

- [MAG 2007-08 Accessibility Plan \(ODA\)](#)

Training

Sign up for the '[How May I Help You?](#)' customer service course.

You can access the course by logging into MyOPS, selecting **All Services** and **Centre for Leadership and Learning**, and then choosing the **May I Help You?** link on the e-Learning page.

Accessibility and disability awareness

- [Changing Attitudes: It Starts with You](#) (Accessibility Directorate of Ontario)
- [How to Talk about Disabilities – Use the Right Word](#) (Accessibility Directorate of Ontario) – information about respectful ways of talking about disability
- [What I Wish I Knew: A snapshot of my experience with mental health at work](#) (Mental Health Works) – a first-person story
- [A Late-Deafened Medical Journey](#) (Canadian Hearing Society) – a first-person story about inaccessible customer service

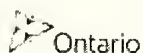
Accessibility tips and "how to" guides

- [How to Welcome Customers with Disabilities](#) (Accessibility Directorate of Ontario)
- [How to Plan an Accessible Meeting](#) (Accessibility Directorate of Ontario)
- [Providing Legal Services to Persons with Disabilities](#) (ARCH Disability Law Centre)
- [How to Make Information Accessible](#) (Accessibility Directorate of Ontario)
- [How to Make Buildings and Spaces Accessible](#) (Accessibility Directorate of Ontario)
- [How to Make Your Workplace Accessible](#) (Accessibility Directorate of Ontario)
- [Get Connected to Deaf, Deafened and Hard of Hearing People: A guide for service providers and businesses](#) (Canadian Hearing Society)
- [Clear Print Guide](#) (CNIB) – a guide to designing clear print documents

Accessibility legislation and regulations

- [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#)
- [Frequently Asked Questions about the AODA](#)
- [Accessibility Standards for Customer Service regulation](#)
- [Ontarians with Disabilities Act, 2001 \(ODA\)](#)

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Justice Matters

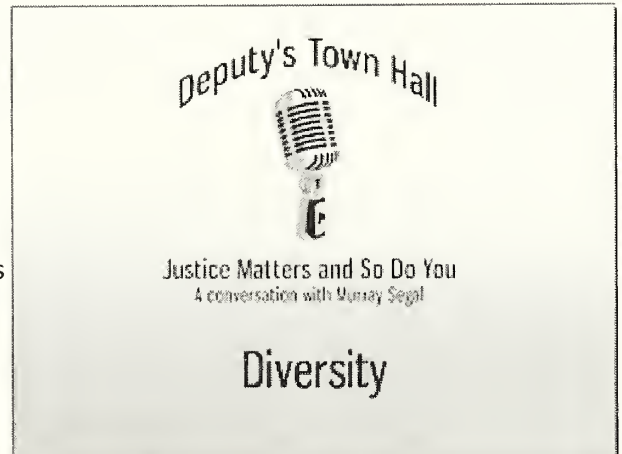
Diversity

Hear What the DAG Had to Say...



Click the icon to hear the following 55 sec. sound clip

" In the next 5 years (and I'm in that group) about 50% of our senior managers will be retiring. So that's a tremendous challenge in terms of succession. But it's also a tremendous opportunity. I sort of think about 25 or 30 years ago when I joined there were certain needs and I or others reflected the *then* Ontario population but there but there's a much different population now. I think we do a great job in terms of attracting people from diverse communities at our front line and junior management positions. We've got to do a lot better in terms of making sure that our entire manager cadre is reflective of the population. I also think it's good business. "



Diversity Resources

June 20-29 is **Pride Week**: take a look at some of [MAG's Pride Events](#) in Toronto and check out the [Pride Toronto website](#).

Read the [Framework for Action: Diverse Ontario, Diverse OPS](#)

Visit Corporate Services Management Division's [Diversity Resource page](#)

Improve your French language skills through FLS educational programs like the [French Lunch Hour Forum](#). Contact Catherine Bougie at 416-326-2997.

May is **South Asian Heritage Month** - [learn more about South Asian culture](#), from mehndi designs to bhangra dancing!

February is **Black History Month** - [learn more about black history](#) and see how MAG staff celebrated their diversity.

See a photo of the recipients of **MAG's first Diversity Award** at the 2007 Prix Excelsior Awards ceremony.

- [Additional resources](#)

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What is Employee Engagement?

- Employee engagement is all about making our workplace better for everyone, providing better services to the public, and increasing trust and confidence in the public sector.
- Employee engagement is based on the premise that changing the way an organization functions to improve the work environment leads to motivated employees who believe in the organization and want to help it achieve its goals.
- Ensuring a capable, innovative, and engaged workforce, committed to quality public service is a key component of building and maintaining a Modern OPS.
- Engaging all employees to achieve organizational results is one of the three focus areas of the OPS HR Plan. The OPS HR Plan strives to transform the OPS into a modern, world leader in public service and to make the OPS an employer of choice.
- Hewitt Associates annual study for the Globe and Mail of the 50 best employers in Canada identifies employee engagement as the "linchpin" of best employers.

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MAG Employee Survey Results

In 2007, Ipsos-Reid conducted an employee engagement survey of all OPS staff.

The top priority areas identified for improvement within MAG included:

- Opportunities for growth and advancement
- Leadership practices
- Fair HR practices
- Recognition

Engaged Employees...

Are satisfied with their job
Are satisfied with their organization
Feel pride in their organization
Intend to remain with their organization
Desire to serve and perform at high levels
Positively recommend their organization to others
Strive to improve their organization's results

The next employee engagement survey will take place in February-March 2009.

Ministry Results:

- [MAG 2007 Employee Survey Results Report](#)

Divisional Results:

- [Agencies, Boards, and Commissions 2007 Results Report](#) - includes ARB/OMB/BON, CICB, OHRC, SIU
- [Corporate 2007 Results Report](#) - includes CSMD, Communications, DMO, Leg Counsel
- [Court Services Division 2007 Results Report](#)
- [Criminal Law Division 2007 Results Report](#)
- [Family Justice Services Division 2007 Results Report](#)
- [Legal Services Division 2007 Results Report](#)
- [Ontario Victim Services Secretariat 2007 Results Report](#)
- [Policy Division 2007 Results Report](#)

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MAG Action Plan - Status of Commitments

- [DAG Memo - January 2008](#)
- [MAG Employee Engagement Action Plan](#)

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What's New?

We've highlighted some of the recent developments below, particularly those involving additional materials you may wish to view.

Posted July 2008

-MAG Ministry and Divisional priorities are available in PM Online and on the CSMD website to assist staff in relating their 08-09 Performance Plans to the goals of the organization.

-A Manager's Guide to Writing Barrier-free Employment Ads in the OPS is available for managers who need to post a job ad. (Note: you must be logged into MyOPS for this link to work)

-A Manager's Guide to Staffing in the OPS is available for managers new to the hiring process.

-An OPS Managers' Guide to Internal Communications has been distributed by MGS as part of the OPS Corporate Employee Engagement Plan Action Plan (Note: you must copy and paste this link into your web browser for it to work:

http://intra.mgs.gov.on.ca/modernization/pdf/mgrs_guide_9.pdf)

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Committee Members & Staff Working Groups

Committee Members

A MAG Employee Engagement Committee with divisional representatives was established in 2007 to develop ministry and divisional action plans, to address concerns, and to exchange existing best practices.

- [MAG Employee Engagement Committee Members](#)

Now that we have moved into developing more detailed recommendations and implementation plans, subcommittees have been formed from amongst the MAG EE Committee members, to explore specific priorities identified in our ministry action plan.

- [List of employee engagement subcommittees and membership](#)

Staff Working Groups

To help us implement our action plan, our ministry established staff working groups to explore three of the priorities identified in our ministry action plan. The members of each team are listed below:

- [Mentoring Working Group](#)
- [Developmental Opportunities for Administrative Staff Working Group](#)
- [Alternative Work Arrangements Working Group](#)

These working groups will research practices in the OPS and elsewhere, and make recommendations for our ministry.

For more information about the role of the staff working groups and how membership was established please see the [Terms of Reference](#), and the [memo inviting staff to volunteer](#).

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Employee Engagement Suggestion Box

Your feedback is critical to ensuring this ministry continues to be a great place to work. If you have an idea, comment, or suggestion that addresses one of our priority areas, we want to hear from you.

- Drop a line in the [Employee Engagement Suggestion Box](#) to share your ideas about opportunities for growth and advancement, leadership practices, recognition, and fair HR practices.
- Talk to your [Divisional Employee Engagement](#) representative

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How to Get Involved

Drop a line in the [Employee Engagement Suggestion Box](#) to share your ideas about opportunities for growth and advancement, leadership practices, recognition, and fair HR practices.

Support the [MAG Federated Health Campaign](#). Contact Heather Cole, Chair, at 416-212-4936.

Get involved with OPS Spirit's 'Giving Back, Helping Seniors' drive. Contact MAG Spirit Champion Carol Del Grosso at 416-326-2253.

Read about MAG's [Prix Excelsior Awards](#) program and get ready to nominate someone in your office this fall!

Spread our stories beyond this ministry; nominate a project or person for the OPS-wide Amethyst awards.

Communications projects and initiatives that reach out to the public or improve internal connections can now be honoured by a Cabinet Office Spotlight award. Nominate today!

Volunteerism is an important OPS value. Support and encourage volunteers by nominating someone for an OPS [Spirit](#) award.

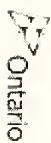
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Additional Resources

OPS resources

- [OPS Employee Engagement home page](#)
- [Topical quarterly highlighting select ministries' employee engagement actions - June 2008 \(Article p.10-11\)](#)
- [OPS HR Plan Report on Progress - May 2008 \(Engaging Employees p.3-12\)](#)
- [Topical quarterly "Diversity in Action" - March 2008](#)
- [Topical quarterly "Let's Get Engaged" - April 2007 \(Introduction p.2; Article p.8-9\)](#)

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Last Updated: 9/8/2008 9:22:31 AM



Justice Matters

MAG Organization

Hear What the DAG Had to Say...



Click the icon to hear the following 2 min. 15 sec. sound clip

" It's like a remarkably large and diverse family and for someone who was in the ministry for about 25 plus years, maybe going towards 30 before being the deputy I didn't realize how many diverse business lines we had and what remarkable work we did. So I was in the criminal division all my life; I was an assistant deputy minister for several years. I ran into my colleagues on the civil side occasionally, sometimes I ran into lawyers in other ministries who worked for the ministry. I wrote the odd little piece of legislation when I was a young crown, I met the Chief Legislative Counsel. The victims division used to be part of the criminal division so I know quite a bit about that. But I had no idea about all of the other parts of the ministry and I had no idea about the 4000 people in courts and about how people do such fantastic work behind the counter working for judges, scheduling, working on major projects, dealing with reporters and interpretation and IT. I had no idea that all of Ontario's vulnerable people who have mental challenges and no family to fall back on, - about 10,000 people - look to the Public Guardian and Trustee as their number one and often times only support in relation to everything: making dental appointments, buying groceries, whatever, very noble work. I had no idea about the Children's lawyer and work; making sure that the child's interests are first and foremost. I had no idea and I hadn't really thought about it that with 1600 lawyers, that we are Canada's largest law firm. And for a person that wasn't too good at math I had no idea that we had a budget of 1.5 billion dollars - it's a little hard to grasp! But what I found is we had all manner of wonderful people, talent, really rewarding business lines... "



Justice Matters and So Do You
A conversation with Murray Segal

Organization

MAG Organization Resources

[MAG Organization Chart](#)

[What is our Ministry's mandate?](#)

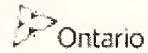
[The Honourable Chris Bentley](#)

[What are the Attorney General's responsibilities?](#)

[Learn more about...](#)

- [Communications Branch](#)
- [Corporate Services Management Division](#)
- [Court Services Division](#)
- [Criminal Law Division](#)
- [Family Justice Services Division](#)
- [Justice Technology Services](#)
- [Legal Services Division](#)
- [Victim/Witness Services Secretariat](#)

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Justice Matters

Our Priorities

Hear What the DAG Had to Say...



Click the icon to hear the following **1 min. 29 sec. sound clip**

" *Justice on Target*: What it is, is sort of a borrowing from the results approach in the health world - wait times - where they've made some tremendous progress in terms of cutting down on wait times for various procedures and surgeries. Justice on Target is about the growth province-wide of the number of appearances and in great part what I would describe as meaningless appearances. The average number of appearances in a criminal case is about 9, in the GTA it's around 14 - and that's an average - so you can imagine some of the tougher cases. Now I'm not talking here about the complex cases, which by their nature will generate a number of appearances. I'm talking about the run of the mill (if there's such a thing), 580 or 590,000 charges that enter the system each year. I'm pushing off to the side the 10,000 complex matters. And the idea here is to look at our processes and see if we can cut down, and the goal is to cut down about 30% of those processes over the next couple of years. It's about making the same decision, but trying to make it earlier. "



Justice Matters and So Do You
A conversation with Murray Segal

Our Priorities

MAG Priorities Resources

Justice on Target

- [Backgrounder](#) : Targets, Transparency, Leaders, Dedicated Prosecution, On-Site Legal Aid, Code/LeSage Review
- [Support for Justice on Target](#) : Quotes
- [Justice on Target Strategy](#) : Targets, Statistics & Latest News

Complex Case Review

- [News Release](#) : February 25, 2008
- [Biographies](#) : Michael Code, The Honourable Patrick J. LeSage, CM, QC
- [Terms of Reference](#) : Target report delivery date of August 31, 2008

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Photo & Audio

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Deputy's Town Hall

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William Bromm (left) and Daniel Mark (right) from the Deputy's Office are ready to cheer on their boss at his first Town Hall.



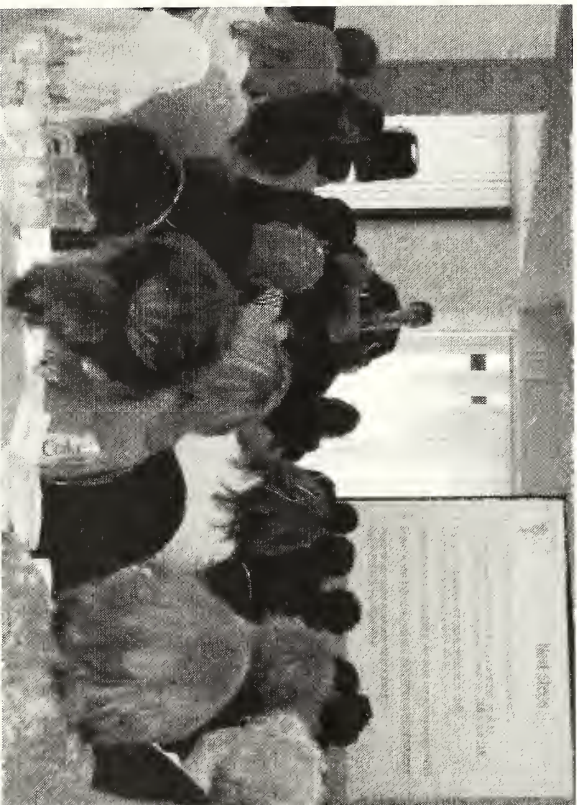
Moiria Fogarty (left) and Louise Hebert (right) from the Toronto District School Board are happy to be participants at the Toronto District School Board's first Town Hall.



It's a packed house at the inaugural DAG Town Hall, held at the University of Toronto's Chestnut Street Residence.



The Deputy striking a bold silhouette at the podium.



The Deputy opens up the floor to q



Alison Fraser, the Chief Legislative Co
tells the story of how her office got the TTC trains

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Ottawa - June 2008



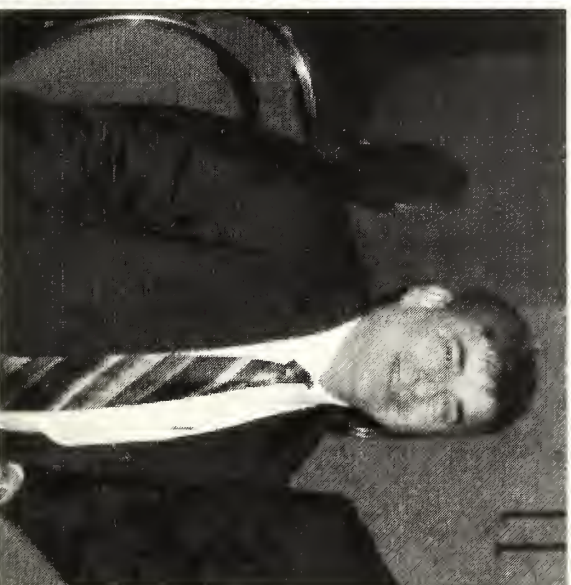
The newest member of SMC, Legal Services Division's Malliha Wilson.



Sharon van Son, ADAG of the Ontario Victim Services, talking with staff.



George Chin, Manager, Business Planning & Support in Ottawa's East Regional Office takes the microphone to have his say.



The Deputy and George Chin, enjoying an after discussion.



Hilary McCormack, an Ottawa Crown Attorney and Acting Director of Crown Operations, asks a hard-hitting question about improving transport funding for witnesses.



Hilary and the Deputy, still smiling, even after talking about budget allocations.



Tom Fagan, Director of Court Operations for the East Regional Office in Ottawa, asks about court security issues.

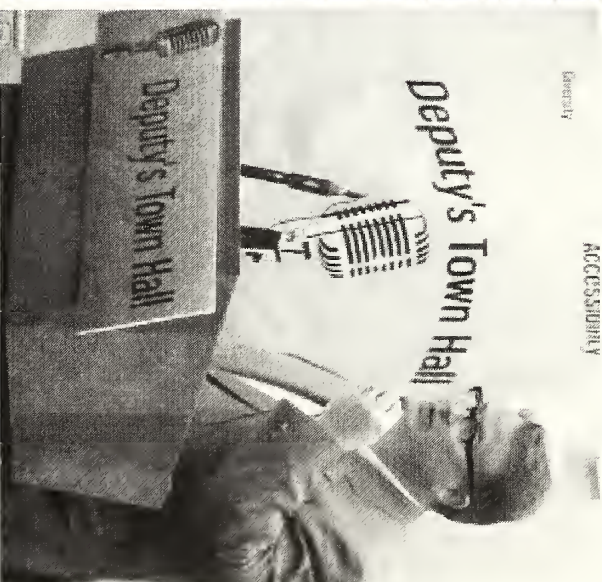
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London - June 2008

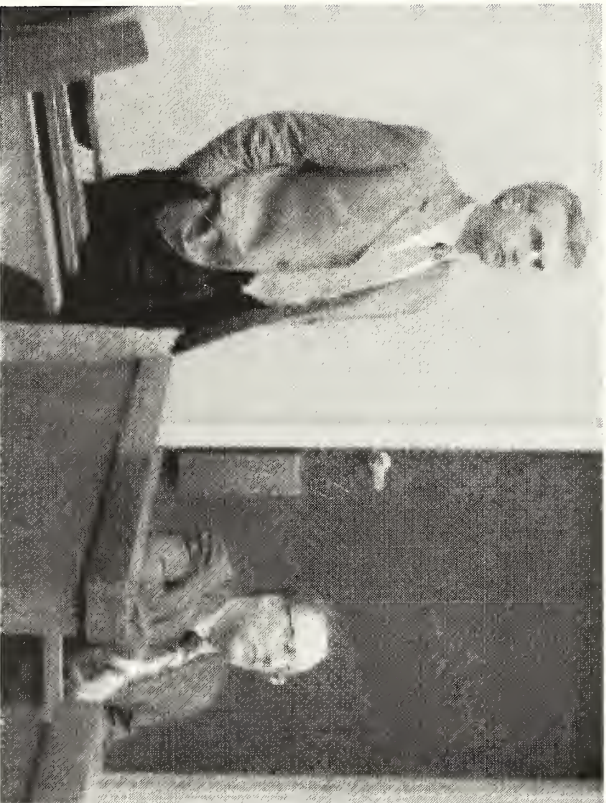
The Senior Management team pause to smile a closing remarks.



The London Courthouse at 80 Dundas street hosted the third DAG Town Hall, in Courtroom 21.



Simon Burke warms up the West region crowd at Deputy.



Jeff Schlemmer, Director of the Legal Aid Clinic at Western, asks about improving communication and collaboration.



The West Region audience in London we

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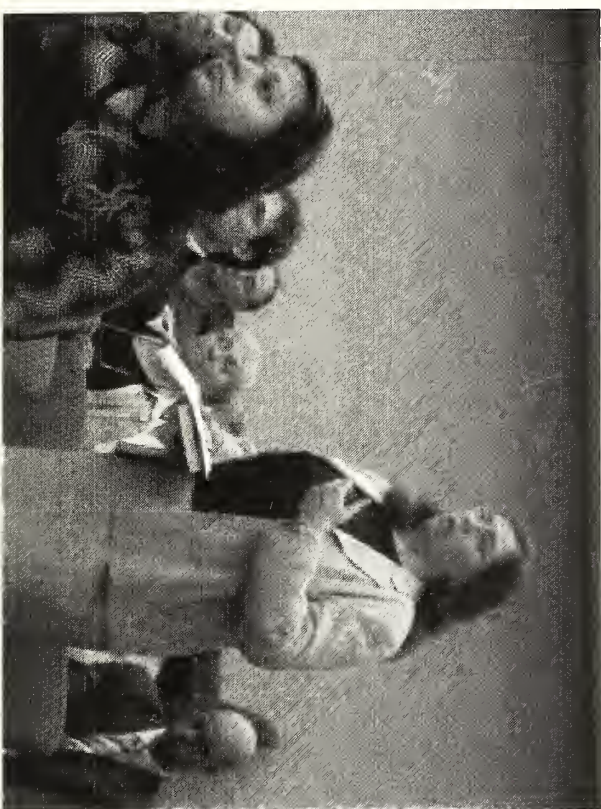
Hamilton - September 2008



Simon Burke introduces the Deputy to a near full attendance



An opportunity for an informal chat



Maureen McGuigan asks about Justice on Target



The Deputy is listening

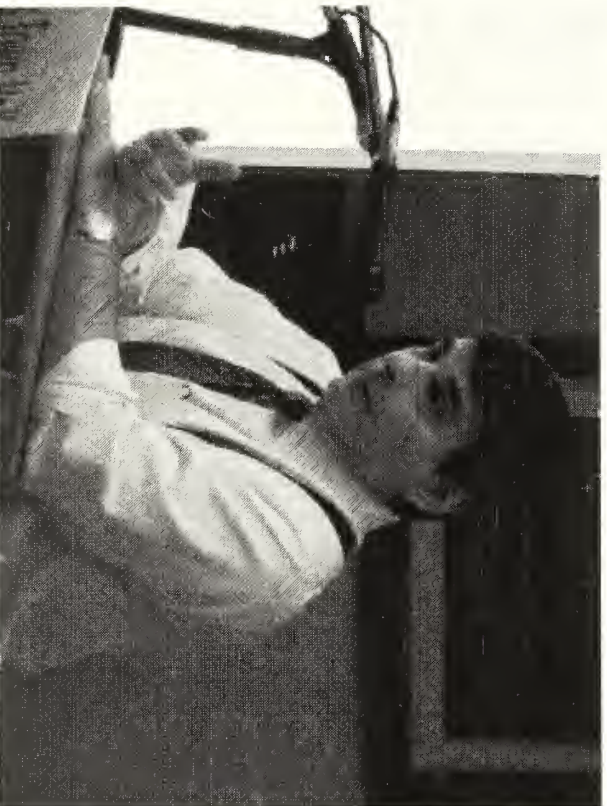
Newmarket - October 2008



A warm Newmarket welcome for Deputy Segal
and Paul Lindsay.



"...it's nice to meet people...in an inform
- Murray Segal



Question and Answer Period.



Brenda Mcleod, MCO Simcoe Court Op
is presented with a gift for asking the first

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Toronto - October 2008



The Deputy, with help from Stephen Rhodes and



Zuby Rahim, Court Services (47 Sheppard)

Malliha Wilson, engages the crowd.



Malliha Wilson, ADAG Legal Services, talks about
the great work of her division...

receives
a thank you from Murray for asking the first
question.



...and so does Stephen Rhodes, ADAG
Corporate Services Management Division.

More DAG To

Questions and Answers



Justice Matters

Questions and Answers

1. **EMPLOYEE ENGAGEMENT / HUMAN RESOURCES**
 2. **LAW AND LEGISLATION**
 3. **DIVERSITY**
-

EMPLOYEE ENGAGEMENT / HUMAN RESOURCES

Q: I work at one of the Agencies, and feel really disconnected from MAG and the OPS. How can I feel more connected to the ministry?

A: We want to do a better job at connecting the many different organizations that make up Ontario's justice system. Internal communications is the key. We are committed to keeping employees informed about government and organizational goals, priorities and results. We have terrific new corporate intranet sites. At the personal level, consider participation in inter-divisional and inter-agency committees. Participation offers a great opportunity to meet others across the organization. There are opportunities in Federated Health programs, the United Way, Employee Engagement, Accessibility, Diversity, etc.

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LAW AND LEGISLATION

Q: Why are only 1/3 of the Regulations bilingual? Wouldn't all of them need to be?

A: All public bills must be introduced in both English and French. For more information, please see subsection 3(2) of the *French Language Services Act*.

That Act goes on to provide (in subsection 4 (3)):

The Attorney General shall cause to be translated into French such regulations as the Attorney General considers appropriate and shall recommend the translations to the Executive Council or other regulation-making authority for adoption.

As a result, regulations are not legally required to be bilingual. Since the FLSA was enacted in 1986, the Office of Legislative Counsel has been making progress in translating formerly unilingual regulations, and encouraging ministries to make new regulations bilingual. Once a regulation has been made in both English and French, any amendments to it must also be bilingual.

Q: Is there a role for therapeutic justice approaches in family law or youth courts?

A: In the family law context, therapeutic justice has been defined as "using the law and agents of the law to promote the psychological and physical well-being of the parties to a dispute, including the children."

In the family court, this would include a commitment to early intervention and appropriate dispute resolution mechanisms in order to limit the toll of the dispute on the family.

Recent developments in Ontario's family justice system have picked up on elements of this

approach, acknowledging the complex dynamics that are involved in family breakdown, including the development of: mediation programs for family and child protection disputes; parent education programs; and plain language information for parents relating to family law and family dispute resolution processes.

Through the Family Law Rules, the family court process is focused on early intervention, providing a series of judicial conferences. Common goals of these conferences include canvassing settlement, narrowing issues in dispute and eliminating barriers to resolution. At the province's 17 Family Court, Superior Court of Justice locations, expanded information services are available to assist clients in meeting the myriad needs that they may face, including finding housing and counseling resources and legal referrals. Mediation services are also available to assist parties to reach their own decisions about their future.

The Ministry's focus is therefore on making the court process as effective as possible in bringing about resolutions of family disputes, and encouraging referrals to alternative forms of dispute resolution and other necessary resources where appropriate.

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DIVERSITY

Q: You referenced the Aboriginal Articling Student Program, but didn't discuss it. What is it about?

A: We are keen on outreach and recognizing the benefits of diversity in the workplace. We have developed a pilot project in aboriginal articling students in the north, where we "share" a student with a private firm. We are very engaged with a group of other ministries and the Enterprise Recruitment Centre in exploring greater outreach strategies to attract qualified aboriginal people to our organizations.

Q: How is diversity different from employment equity?

A: We are keen on outreach and recognizing the benefits of diversity in the workplace. We are trying to drive cultural organizational change. That is what our Diversity Program is about. This is not a legislated program it is a policy emphasis. We are up to the challenge.

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Last Updated: 6/30/2008 3:45:54 PM

Deputy's Messages



Justice Matters

Deputy's Message

June 26, 2008 - Summer is here

Now that summer is here and the House has risen, I want to thank each of you personally and on behalf of the Attorney General, for the wonderful work you are doing across the province.

I look with pride upon this organization. Over 8,000 of you work hard every day to deliver our many services and programs. Special congratulations to those whose commitment to public service has recently been recognized with Excelsior, Amethyst, Spotlight and Spirit awards and nominations. Congratulations also to those who may not have been formally recognized but who have made equally impressive contributions.

It was great to have the opportunity over the last two months to meet with many of you through my Town Hall sessions in Toronto, Ottawa and London. I was pleased to be able to share information about our priorities. And, I also enjoyed hearing directly from you, answering your questions about the ministry, your work, and yes, even about me. More sessions are planned for the fall of this year and I hope that you will consider attending.

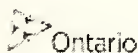
I want to thank those of you who have given or will give your personal and financial support to others in need through our Ministry's Federated Health campaign and our upcoming United Way campaign. I encourage each of you to explore the many ways you can support these worthy causes.

I truly appreciate the daily support, enthusiasm and commitment demonstrated by each of you as we continue to serve the ministry, the government, and the public.

I hope you will find some time over the summer for a well-deserved break. Best wishes for a safe and happy Canada Day.

Murray

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Last Updated: 7/4/2008 9:10:46 AM

Deputy's Town Hall



Justice Matters

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[More Murray](#)

The Deputy's Town Hall Meetings are now done for the year

Thank you for joining the conversation!

Click to hear me speak



I enjoyed getting out and meeting so many of you across the

province.

Earlier this year, I asked you a few questions. What was on your mind? What did you think about the ministry's direction and goals? How can we better connect with you? I also asked you to tell me your ideas about how to promote diversity and accessibility.

Well, almost a year has passed and I have met and heard from many of you. You have shared your concerns and offered suggestions. Some of you told us we were on the right track, while others said we needed to work harder.

I am excited that this dialogue has begun and I hope that in turn, this has inspired you to open the lines of communication in your own areas. Good communication helps us foster a supportive work environment. If we feel supported, we are more engaged. When we are engaged, it helps us become a stronger, more responsive organization.

Thank you again for making my DAG Town Hall sessions a success.

Murray

P.S. It's not too late to send me your thoughts. Write to me at DAGTownHall@ontario.ca.

People have spoken...

Here are some excerpts from the Town Hall attendee survey.

" I felt this was an excellent experience. Very positive and I enjoyed the talk very much. This kind of 'personal approach' is an excellent way to keep a very large organization in touch with its goals. "

" I'm glad it is opened to all employees and not just for the managers and senior executives. Town hall is great! "

" The Legislative Counsel's talk was excellent. Shows how important the work of the Attorney General is and puts a human

face to the work that gets done ."

" Really appreciated learning more about Victim Services and OPGT. We sometimes tend to forget about "the others" ... "

" I found the Town Hall inspirational - in that it helped me to understand the enormity of MAG - and the opportunities that exist to do different types of work. It also made me feel proud to be part of this Ministry. "

" It was gratifying to see that Accessibility, Diversity, EE were mentioned among the ministry's priorities. My division is devoting considerable effort to move these initiatives along and it is good to see they are firmly on the DAG's radar. "

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Last Updated: 11/21/2008 4:58:48 PM



Justice Matters

Best Wishes for the Holidays

December 10, 2008 - Deputy's Holiday Message

Another holiday season is upon us: perhaps quicker than anyone expected, but just as welcome given how busy we have been over the last year. Your hard work has not gone unnoticed, so my best wishes for a well deserved break.

This year, like every other, has been a busy one for our ministry. All of you — whether you work in one of our agencies, boards and commissions; support the government in our seconded legal services; serve in one of our many court locations; prosecute crime or support victims across the province; or work at one of our offices in downtown Toronto — are an integral part of our organization. Thank you for your dedication and professionalism.

A great way to celebrate the tremendous work we do here at MAG every day is to nominate a colleague for a 2008 Prix Excelsior Award. The deadline for nominations has been extended to December 19, so if you have not already done so, I encourage you to send in a nomination (or two!).

I would also like to commend those of you who have given so generously to Federated Health, United Way and the OPS Spirit campaigns this year. I am always impressed by the energy and generosity of MAG staff who donate their time, money, and creativity to help those in need. In the current economic climate, I am certain that our generosity means even more to those who benefit from these initiatives.

2008 was a banner year for cultural celebrations here at 720 Bay Street and I would like to thank the Legal Services Division for spearheading so many diversity events, including the Hanukkah celebration planned for December 17. Celebrating our diversity makes us stronger, and is an excellent way to get to know our colleagues, so I encourage you to attend an event, or even plan one of your own.

On a more personal note, I am pleased to have met many of you at my Town Hall meetings across the province. I really enjoyed the opportunity to tour some of our ministry offices and meet MAG staff in an informal way. I hope we can continue the conversation that we started, so please send me an e-mail with your comments or suggestions about our organization. I look forward to hearing from you.

Thank you again for all that you do every day of the year. I sincerely wish all of you and your loved ones a happy and safe holiday season.

Murray

[Archive](#)

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Senior Management Presentations



Learn all about it!

Prepare to attend your local Town Hall. **Share what you learned** at the Town Hall with your colleagues. **Listen to audio clips** of the Deputy speaking, and expand your knowledge with useful **online resources**.

The Deputy's town hall presentation covers these five core topics:

- Accessibility
- Diversity
- Employee Engagement
- MAG's Organization
- Our Priorities



Deputy's Slide Presentation

Slide show or printable version (*may take some time to load*)

Senior Management Presentations

See what the Guest Speakers from MAG's Senior Management Committee had to say about their Branches and Divisions:

- Office of the Legislative Counsel slide show or printable version
[Alison Fraser, May 2008]
- Ontario Victims Services Secretariat slide show or printable version
[Sharon van Son, June 2008]
- Policy & Family Justice Services Division slide show or printable version
[Mark Leach, June 2008]
- Criminal Law Division slide show or printable version
[Paul Lindsay, September and October 2008]
- Corporate Services Management Division slide show or printable version
[Stephen Rhodes, October 2008]

- Legal Services Division slide show or printable version
[Malliha Wilson, October and November 2008]
- Communications Branch slide show or printable version
[Marianne Summers, November 2008]
- Court Services Division slide show or printable version
[Ann Merritt, November 2008]

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Deputy's Town Hall



Justice Matters and So Do You
A conversation with Murray Segal

Communications Branch



Communications Branch

Our four areas

- Strategic Communications
- Issues & Media Relations
- Correspondence and Public Inquiry Unit
- Corporate Communications



Communications Branch

Strategic Communications

- Support for bills moving through the legislative process
- Communications planning/materials
 - › Advice
 - › News releases
 - › Qs and As
 - › Strategies
 - › Backgrounders
 - › Events
 - › Speeches
- Co-ordinates publications, advertising, public education campaigns, videos
- Manages Ministry website www.ontario.ca/attorneygeneral



Communications Branch

Issues & Media Relations

- Issues Forecasting and Management
- Monitoring of media
- Media calls/relations
- Minister's house book



Communications Branch

Correspondence & Public Inquiries

- Manages incoming and outgoing correspondence
- Issues in correspondence tracked by issues unit
- Public inquiries - GI line and reception desk



Communications Branch

Corporate Communications

- Manages MAGnet
- Supports:
 - › Internal communications
 - › Prix EXCELSIOR Awards
 - › Employee engagement
 - › DAG Townhalls

Deputy's Town Hall



Justice Matters and So Do You
A conversation with Murray Segal

Corporate Services Management Division



Corporate Services Management Division

- Business and Fiscal Planning
- Facilities Management Branch
- Human Resources
 - Emergency Management
- Freedom of Information and Privacy*
- French Language Services*
- Audit*

*Justice Sector Based



Corporate Services Management Division

Facts

Number of staff --- 193

Ministry Budget ---1.6B

Diversity of Issues and Programs



Corporate Services Management Division

FOIP

FOI Requests received as of September 30, 2008: 3106
(MAG - 325 MCSCS - 2781)

Privacy Impact Assessments : 20 completed or ongoing for sector
Privacy Investigations

Records Keeping/ Schedules:

Manage a total of 1,118 records retention schedules (MAG --471 and
MCSCS --647)

Review and process a total of 11,908 records disposition notices to
determine final action, i.e.: transfer to Archives or destroy (MAG -
6,491 and MCSCS - 5,417)

Deputy's Town Hall



Corporate Services Management Division

BFP

RbP / Strategic Planning
Integrated Quarterly Reports
TB submissions
Public Accounts
Printed Estimates / Estimates Briefing Book
Controllershship
Performance Measurement
IFIS
Quality Services / Innovation
Information Management
Common Services Standards

Audit

Audit Committee
Audits
Risk Assessments



Corporate Services Management Division

French Language Services

Translation Services --- 2,000 processed / yr

Designated Positions--- 1,400 administered (40% of
OPS designated positions)

Training --- over 500 participants, various programs
in Toronto, Ottawa, North Bay,
Sudbury etc.

French Language Institute --- 150 professionals / yr -
Crowns, court staff, OVSS, OPP

Strategic Planning --- tools to help managers deliver
high-quality services in French

Linguistic Evaluations



Corporate Services Management Division

HR

Human Resources Transformation

Strategic Business Unit -- provides strategic HR planning and advice to ministry senior executives

- Talent Management, Performance Management, Learning and Development
- Workforce Planning / WIN / Position Management / FTE Controllership
- Employee Engagement
- Organizational Development and Change Management



Corporate Services Management Division

- HR
- Brokering Services from MGS HR Service Delivery Centres
- Recruitment / Classification
 - Labour Relations
 - WDHP / Health and Safety
 - Regional Consulting Services
 - Executive Services
- OIC Coordination
- Diversity
- Managing Relationships with Lawyer Associations
- Emergency Management



Corporate Services Management Division

Facilities

Number of Facilities projects ---158

Number of leases managed --- 279

Size of leased space managed --5.8 million sq.ft.

Printed Estimates for 08-09 --- \$217.5 M including
Durham

Forecast for 08-09 -- \$226 M including Durham

AFP – Alternative Financing and Procurement
(New courthouse projects under the AFP model)

Strategic Planning and Controllershship

Accommodation and Facilities Management

Business Support Services



Corporate Services Management Division

Role of the Chief Administrative Officer (CAO)

- Provides independent advice to the DAG and SMC on business strategy, management and controllership advice
- Provides financial oversight and liaises with Treasury Board and Ministry of Energy & Infrastructure on behalf of the ministry
- Leads the annual development of RbP / Infrastructure Plan
- Develops and maintains key relationships with other ministries and provincial organizations




Corporate Services Management Division

For more information



Corporate Services Management Division

 **Ontario**

MINISTRY OF THE ATTORNEY GENERAL

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Monday, Oct 20, 2008

OUR SERVICES


- Audit Services
- Business & Fiscal Planning
- Emergency Management
- Facilities Management
- Freedom of Information and Protection of Privacy
- French Language Services
- Human Resources

OUR INTERNET SITES

OUR INTRANET SITES


Corporate Services Management Division
Welcome to CSMD [Print](#)
[Resources](#) | [Responsibilities](#) | [Announcements](#)

Message from the Chief Administrative Officer / Assistant Deputy Attorney General - Stephen Rhodes



I am very pleased to welcome you to our new intranet site for Corporate Services Management Division (CSMD).

We have strived for an easy viewing, easy-reading, client-friendly format. I think you will agree that this site is amazing, easy to navigate, and provides you with the necessary information and tools at your fingertips.

The common thread throughout the site is our commitment to you -- our clients. We are here to help you deliver your programs and services.

CSMD Links

- [Benefits](#)
- [CSMD Phone List](#)
- [Delegation of Authority](#)
- [e_obs](#)
- [Employee Orientation](#)
- [IFIS Support](#)
- [IN-FOCUS](#)
- [Information Management](#)
- [Learning and Development](#)
- [Leaves of Absence](#)
- [MAG Organizational Chart](#)
- [Out of Province Travel](#)
- [Procurement Rules](#)
- [Public Inquiries](#)
- [Quality Service](#)
- [Contact Us](#)
- [Forms](#)
- [Sitemap](#)
- [Make CSMD your homepage](#)

<http://intra.mag.jus.gov.on.ca/csmd/default.html>

Deputy's Town Hall



Justice Matters and So Do You
A conversation with Murray Segal

Court Services Division



Providing Court Services: A Sizeable Task

In courthouses, courtrooms and administrative offices across Ontario, more than 4,000 dedicated staff in the Court Services Division operate the largest and busiest court system in Canada.

For the purpose of providing court services, the division is organized into seven regions. Staff in each region are:

- the public face of the Ontario justice system.
- often the first, and sometimes the only, point of contact for members of the public.



A Modern and Efficient Court System

CSD Mission:

The division's mission is to provide a modern and professional court service that supports accessible, fair, timely and effective justice services.

CSD Core Services:

- Court Office Services
- Judicial and Courtroom Support
- Enforcement Services
- Mediation Programs



Continuous Improvements

Court Services Division works hard to deliver and to improve the effectiveness, efficiency and accessibility of court services.

Business goals, service standards, and multi-year priorities are published in our annual report that can be found on the ministry web site at

http://www.attorneygeneral.gov.nv.ca/english/about/pubs/courts_annual_07_080

CSD Business Goals:

- Accessible Services
- Consistent High-Quality Services
- Efficient Resource Management
- Effective and Accountable Decision-Making
- Timely and Efficient Case Processing



CSD in 2008: Client Service

In February 2008, CSD conducted its annual client satisfaction survey.

The results indicated:

- consistently high levels of client satisfaction across the province for all practice areas and locations.
- the highest scores received were for knowledgeable, competent, professional and courteous staff.

"The Court Services Division employees are the public face of courts and they make a big difference in how the public perceives the justice system day in and day out. Divisional staff are the people who really make our courts user-friendly and accessible."

The Honourable Chris Bentley Attorney General of Ontario, 2008

Deputy's Town Hall



Justice Matters and So Do You
A conversation with Murray Segal

Criminal Law Division



Who We Are

- Our primary responsibility is conducting prosecutions in Ontario under the *Criminal Code* and other federal and provincial statutes.
- The Division's other responsibilities include:
 - Representing the Crown in criminal appeals before the Ontario Court of Appeal and the Supreme Court of Canada
 - Providing specialized services such as applications for wiretap authorization, extraditions and search warrants
 - Developing criminal law policy recommendations at both the federal and provincial level; and
 - Planning and promoting the cost-effective and timely management of the criminal justice system in consultation with the police, the defence bar and the judiciary.



Numbers

- There are approximately 1,000 Crowns in the Criminal Law Division
- They prosecute cases in 179 court locations across six regions:
 - Central West
 - West
 - North
 - Central East
 - East
 - Toronto
- Approximately 600,000 new criminal charges enter the court system ever year.



Major Initiatives

(1) Justice on Target



- For the first time, Ontario has introduced a transparent, targeted, results-based approach to the criminal justice system.
- The target is a 30% reduction, over the next 4 years, in the provincial average number of days and court appearances required to complete a criminal case.
- Mr. Justice Bruce Durno is the external lead for the *Justice on Target* strategy, and Senior Crown Attorney Ken Anthony is the Ministry's internal lead.
- They will develop new initiatives that improve coordination, focus justice resources and move cases through the justice system faster.



Justice on Target (cont.)

- The implementation team is already working on 2 initiatives to help achieve this target. They are:
 - Putting Legal Aid offices in 17 high-volume courthouses to take immediate applications – bringing the total to 26 on-site locations; and
 - Expanding “Dedicated Prosecution” to allow prosecutors to continually monitor the progress of their cases and make appropriate decisions earlier in the court process – this should be implemented in 17 high-volume courthouses by the end of this year.



Major Initiatives

(2) Guns and Gangs

- Fighting gun violence requires being tough on crime, using strong enforcement, effective prevention and taking aim at the cause of crime.
- Since 2005, we have invested over \$73 million in fighting gun crime.
 - \$51 million in initiatives, including establishing a state-of-the-art Provincial Operations Centre, creating 2 major crimes courts, and increasing the number of prosecutors and police.
 - \$12 million to further combat guns and gangs, organized crime, and illegal drugs in Ontario.
 - \$10 million to expand Toronto Anti-Violence Intervention Strategy (TAVIS) in Toronto's entertainment district.



Guest speaker

Introducing...

...Malliha Wilson, ADAG
Legal Services Division



Deputy's Town Hall



Justice Matters and So Do You
A conversation with Murray Segal

Legal Services Division



Legal Services Division

Who we are

- More than 900 employees
- 3 corporate branches at 720 Bay St. – Crown Law Office – Civil, Constitutional Law Branch and Civil Remedies for Illicit Activities Office
- 26 seconded branches in all Ministries and selected Crown agencies.



Legal Services Division

What we do

- All significant civil litigation on behalf of the Crown across various practice groups
- Centralized legal advisory services to MAG, other ministries and Cabinet Office.
- All work coordinated by the Office of the Assistant Deputy Attorney General. The seconded legal branches across the OPS are grouped into portfolios based on their area of specialization. Each Portfolio Director oversees and coordinates the legal work as well as other management activities for the legal branches in their individual portfolio.



Legal Services Division

Current Mandate

- Innovation
- Diversity
- Professional Excellence

Cements our “one law firm” culture

Deputy's Town Hall



Legal Services Division

LSD in Action – Propane Gas Explosion

LSD mobilized within a very short time to bring together the talent and skills of lawyers from several legal services branches to support the government's efforts to respond to the explosion.

Deputy's Town Hall



Justice Matters and So Do You
A conversation with Murray Segal

Office of Legislative Counsel



Office of Legislative Counsel

- What we do

OLC drafts, translates and publishes on e-Laws:

- All Government bills
- All private members' bills
- Virtually all regulations

- Who we are

- 17 counsel (including Chief and Registrar)
- 13 FLS staff
- 30 editorial and technical staff and production assistants



Metrics

- In each of the last four fiscal years, OLC has produced:
 - 580 regulations (1/3 bilingual)
 - 85 Private Member's Bills (all bilingual)
 - 33 Government Bills (all bilingual)
- The average Government Bill was 40 pages (English text) and went through 18 drafts



How We Got the Trains to Run

- This spring a very small group was working on a bill we hoped would not be needed
... a Back to Work bill for the TTC unions
- Sunday April 20: changes, then apparent settlement
- Friday night strike; 7 am Saturday morning call
 - Drafter, translator, French Leg Counsel, production team
 - I worked with Clerk's Office, Executive Council Office, Premier's Office and Government House Leader's Office to make arrangements for the return of the Legislature and the prompt introduction of the bill



How We Got the Trains to Run

- By end of day Saturday:
final draft shared with all decision makers
- By noon Sunday:
all intro copies prepared and delivered to Government
House Leader's Office
- By 2:00 p.m.:
the bill had received 3 readings
- Royal Assent that afternoon.



1 "Policy and Family Justice Services..."

2 Family Justice Services – Who We Are & OPGT

3 Family Justice Services – Office of the Children's Lawyer

4 Family Justice Services – Supervised Access & Bail Verification

5 Policy – Who We Are

Deputy's Town Hall



Justice Matters and So Do You

A conversation with Murray Segal

Policy and Family Justice Services Divisions



- 1 "Policy and Family Justice Services..."
- 2 **Family Justice Services – Who We Are & OPGT**
- 3 Family Justice Services – Office of the Children's Lawyer
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- 5 Policy – Who We Are

Deputy's Town Hall



Family Justice Services – Who We Are & OPGT

- The division is comprised of approx 450 staff that protects the interests of vulnerable people through the following programs:

Office of the Public Guardian and Trustee:

- The OPGT manages the financial affairs and in some cases personal care of mentally incapable adults.
- The staff arrange shelter, clothing, nutrition and other personal needs, and protect assets, pay bills and handles claims for approx. 9000 clients.
- The OPGT also provides health care professionals with informed decisions about medical treatment for incapable adults who are without family.
- Simply put, the OPGT makes the decisions that we as capable adults make on a daily basis for their 9000 adult clients who are mentally incapable.





Family Justice Services – Office of the Children's Lawyer

- Investigates, advocates, protects and represents the personal and property rights and obligations of children in proceedings before the courts and tribunals of Ontario.
- Staffed by lawyers and social workers who practice in the following areas of law:
 - Custody and access
 - Child welfare
 - Estate and trusts
 - Civil litigation
- What the OCL does not do:
 - represent children in YCJA (criminal) proceedings
 - represent child victims/witness in criminal court
 - represent children on immigration hearings or cases

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Family Justice Services – Supervised Access & Bail Verification

Supervised Access

- Provides a safe, neutral, child-focus setting for child custody visits and exchanges where there is a safety concern.
- It is an important part of the government's commitment to making Ontario a safer place for victims of domestic violence and their children.
- Centres are located in the each of the 52 court districts.
- The program's budget was recently doubled, an indication of its importance.

Bail Verification and Supervision

- Provides supervision to people who would otherwise qualify for bail but have limited finances and social ties.
- The program ensures that these individuals are supervised while in the community awaiting trial, and that they are present for their court appearances.
- Service is provided in 16 locations across the province.



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Policy – Who We Are

- Policy division is comprised of counsel and staff that are responsible for:
 - developing the Attorney General's policy agenda,
 - providing strategic and legal policy advice,
 - overseeing the implementation of policy initiatives,
 - providing support and expertise to other divisions within the Ministry, and
 - managing the ministry's policy relationships with Cabinet Office and other ministries.
- In addition, the division is responsible for liaison and relationship management for the following agencies:
 - Legal Aid Ontario
 - Human Rights Tribunal of Ontario
 - Special Investigations Unit
 - Human Rights Legal Support Centre
 - Independent Police Review Office
 - Ontario Human Rights Commission

- 1 "The Ontario Victim Services Secretariat"
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- 3 OVSS Vision
- 4 How does the OVSS meet the diverse needs of victims of crime?
- 5 Ontario Victim Services Secretariat
- 6 Supporting Victims: OVSS Programs and Services
- 7 Supporting Victims: OVSS Programs and Services
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Justice Matters and So Do You

A conversation with Murray Segal

The Ontario Victim Services Secretariat *Supporting victims of crime*





Ontario Victim Services Secretariat

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- OVSS role in the Criminal Justice System

- Highlights
 - Programs and Services





OVSS Vision

A province where all victims are treated with dignity and respect and can access a network of coordinated, victim-centered support services.

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How does the OVSS meet the diverse needs of victims of crime?

We ensure victims receive effective, coordinated services by...

- Providing direct services to victims within the criminal court process through the Victim Witness Assistance Program;
- Maintaining vital internal partnerships with Criminal Law Division, Courts, Family Justice Services and Policy;
- Funding ongoing programs that provide direct support, information and referrals to victims of crime and witnesses involved in the criminal justice process;
- Working closely with community partners and other ministries.



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Ontario Victim Services Secretariat

- Provides grants to community agencies to deliver innovative, time-limited projects that help to reach out to victims of crime in all communities across the province;
- Oversees the **Criminal Injuries Compensation Board** and the **Office for Victims of Crime**;
- Administers the **Victims' Justice Fund**, dedicated in the *Victims Bill of Rights* exclusively to support services for victims of crime.



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Supporting Victims: OVSS Programs and Services

- **Victim/Witness Assistance Program**
\$19.4 million annually - in all court jurisdictions
- **Domestic Violence Court Program**
\$22 million annually - in all court jurisdictions
- **Bail Safety Program**
\$8 million annually – in ten sites
- **Partner Assault Response Program**
\$10.6 million annually - in all court jurisdictions
- **Barbra Schlifer Commemorative Clinic**
\$300,000 annually - in Toronto



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Supporting Victims: OVSS Programs and Services

- **Province-wide Victim Support Line**
\$1 million annually – services available across the province;
- **Victim Crisis Assistance and Referral Services**
\$9.4 million annually - in 52 sites;
- **SupportLink Program**
\$676,000 annually - in 20 sites;
- **Sexual Assault Centers**
\$13M annually - in 39 sites;
- **Child Victim/Witness Programs**
\$1.3 million annually - expanding to eight sites in 2008.





Supporting Victims: Time-Limited Projects and Services

- Victim Quick Response Program
- Internet Child Exploitation program
- The Men's Project
- Nishnawbe Aski Nation
- Grants
 - Community Grants Program
 - Community Hate Crimes Response Grants

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Supporting Victims: Time-Limited Projects and Services

Community Grants Program

- Over three years, the OVSS provided \$15 million to 247 community based organizations for projects that directly benefited:
 - victims of domestic violence and sexual assault;
 - victims of hate crimes;
 - child/youth victims, including those who have suffered sexual abuse and exploitation;
 - underserved and unserved victims.





Future Direction for the Secretariat

- Helping **more victims**, of more diverse communities, with appropriate services in a timely manner.
- Providing coordinated victim services, with **one-window** entry, and seamless support throughout process.
- Ensuring **accountability** by investing in services proven to be effective, and basing program decisions on sound research.
- Designing programs that are **flexible** and able to address the diverse needs of victims of crime.

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